

SEARCH REQUEST FORM

Access DB# 141800

142855

Scientific and Technical Information Center

Requester's Full Name: Todd Ingberg Examiner #: 75084 Date: 1/13/05
 Art Unit: 2124 Phone Number 2-3723 Serial Number: 091916, 609
 Mail Box and Bldg/Room Location: RND 5D09 Results Format Preferred (circle): PAPER ~~DISK~~ ~~E-MAIL~~

If more than one search is submitted, please prioritize searches in order of need.

 Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: _____

Inventors (please provide full names): _____

Earliest Priority Filing Date: 7 / 2001

For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

If your familiar with Norton Internet security
 you know it gets updates on a regular basis.
 This is about updates to virus scanning software.
 One, I need a reference teach the above.
 Second, A fault tolerant install where if latest
 update fails they use the old.

NPL focus

STAFF USE ONLY

Searcher: Geoffrey St. Legor Type of Search Vendors and cost where applicable
 Searcher Phone #: 23540 NA Sequence (#) _____ STN _____
 Searcher Location: 4B31 AA Sequence (#) _____ Dialog _____
 Date Searcher Picked Up: 1/11/05 Structure (#) _____ Questel/Orbit _____
 Date Completed: 1/19/05 Bibliographic ☒ Dr. Link _____
 Searcher Prep & Review Time: 30 Litigation _____ Lexis/Nexis _____
 Clerical Prep Time: _____ Fulltext ☒ Sequence Systems _____
 Online Time: 210 Patent Family _____ WWW/Internet ☒
 Other _____ Other (specify) _____



STIC Search Report

EIC 2100

STIC Database Tracking Number: 142855

TO: Todd Ingberg

Location:

Art Unit : 2124

Wednesday, January 19, 2005

Case Serial Number: 09/916609

From: Geoffrey St. Leger

Location: EIC 2100

Randolph-4B31

Phone: 23450

geoffrey.stleger@uspto.gov

Search Notes

Dear Examiner Ingberg,

Attached please find the results of your search request for application 09/916609. I searched Dialog's NPL files along with the Internet.

Please let me know if you have any questions.

Regards,



Geoffrey St. Leger
4B30/308-7800

File 275:Gale Group Computer DB(TM) 1983-2005/Jan 19
 (c) 2005 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2005/Jan 18
 (c) 2005 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2005/Jan 18
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 File 16:Gale Group PROMT(R) 1990-2005/Jan 18
 (c) 2005 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
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 File 148:Gale Group Trade & Industry DB 1976-2005/Jan 18
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Set	Items	Description
S1	114808	(INSTAL? OR UPGRAD? OR UPDAT?) (7N) (FAIL???? OR CRASH??? OR ABORT??? OR FREEZ??? OR FROZEN OR FAULT OR ERROR? ? OR PROBLEM? ? OR TROUBLE? ? OR IRREGULARIT? OR ABNORMAL? OR DISRUPT?)
S2	617354	(OLD OR OLDER OR ORIGINAL OR EXISTING OR CURRENT OR PREVIOUS??) (5N) (VERSION? ? OR FILE? ? OR PROGRAM? ? OR APPLICATION)
S3	20456	S2(7N) (USE OR UTILIZ? OR UTILIS? OR (GO OR GOING) ()BACK OR REVERT??? OR REVERSION? ?)
S4	95	S1(30N)S3
S5	67	RD (unique items)
S6	64	S5 NOT PD>20010706

T/9/14,19

6/9/14 (Item 14 from file: 275)

DIALOG(R) File 275:Gale Group Computer DB(TM)

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01676733 SUPPLIER NUMBER: 15326382 (THIS IS THE FULL TEXT)

3Com scales WAN bandwidth to remote sites.

Cameron, Keith

Newsbytes, NEW04210017

April 21, 1994

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 434 LINE COUNT: 00036

TEXT:

3Com Scales WAN Bandwidth To Remote Sites 04/21/94 CENTRAL, HONG KONG, 1994 APR 21 (NB) -- Local customers have welcomed the latest product releases from 3Com Corporation. The company has introduced a trio of hardware and software products designed to provide more cost-effective WAN (wide area network) access for remote sites, increased data prioritization and centralized, automated network management.

Following hard on the heels of 3Com's NETBuilder Remote Office family, introduced in January 1994, the new products offer customers "full" interoperability with Novell's MultiProtocol Router Plus 2.X and other routers via IPXWAN (Internetwork Packet Exchange for Novell WAN environments).

A new high-speed V.35 tri-port module reportedly cuts WAN operating costs and triples port density, while rising WAN service costs are eased via software that supports non-mesh frame relay and dial-on-demand.

"As the need for remote office networking in Hong Kong and China escalates, 3Com is giving users greater reliability and management options," said Roy Johnson, managing director of 3Com Asia Ltd. The new products will offer users of 3Com's Boundary Routing system more robust dial-up connectivity as well as non-mesh frame relay support - further reducing the cost of remote office internetworking, said the company.

According to the company, with NetWare deployed in about 70 percent of existing LANs (local area networks), IPXWAN support will benefit users seeking interoperability with Novell NetWare networks. The new capabilities deliver on 3Com's agreement last August with Novell to provide customers with scalable offerings for multiprotocol networking.

"Our customers are excited that 3Com is delivering IPXWAN compatibility with NetWare MulitProtocol Router Plus solutions," said Andrew Lai, Asian regional director, Novell Inc. "This means NetWare customers can build networks mixing products from both vendors with confidence that the respective products will interoperate."

To ensure network integrity during image and configuration file downloads, 3Com says it offers "dual image flash memory" support, which allows network administrators to have centralized control over all file operations.

"Dual Image support is available within 3Com's NETBuilder II and new NETBuilder Remote Office family hardware giving users the ability to test a new software image or configuration file while keeping the originals in use," said Johnson. "This means that in the unlikely event of a new image **update failing**, the router automatically **reverts** back to the **original files**. As a result, customers never need to visit their remote router site for software upgrades."

(Keith Cameron/19940420/Press Contact: Roy Johnson, 852-868-9111, 3Com)

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FILE SEGMENT: NW File 649

6/9/19 (Item 19 from file: 275)

DIALOG(R) File 275:Gale Group Computer DB(TM)
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01432500 SUPPLIER NUMBER: 10767486 (THIS IS THE FULL TEXT)

.RTPatch. (from Pocket Soft Inc.) (product announcement)

Computer Language, v8, n5, p119(2)

May, 1991

DOCUMENT TYPE: product announcement ISSN: 0749-2839 LANGUAGE:

ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 119 LINE COUNT: 00010

TEXT:

Pocket Soft Inc. has released .RTPatch, a tool for simplifying the process of updating distributed software.

.RTPatch determines the differences between the old and new versions. It then places the changes into a patch file. This file is shipped to the existing **installed** site.

.RTPatch's safety features include prepatch **error** checking (checks to ensure the proper file has been located for **updating**), post-patch **error** checking (checks to ensure the patches were correctly applied), and **reversion** of patching (lets the **program** be□reverted□back to the **previous version** if the user is unhappy with the update).

.RTPatch costs \$495. Contact Pocket Soft Inc., P.O. Box 821049, Houston, Texas 77282, (713) 4605600. Circle No. 205 on inquiry Card

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COMPANY NAMES: Pocket Soft Inc.--Product introduction

DESCRIPTORS: Product Introduction; Application Development Software

SIC CODES: 7372 Prepackaged software

TRADE NAMES: .RTPatch (Utility program)--Product introduction

FILE SEGMENT: CD File 275

?

6/9/37 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04470046 Supplier Number: 46562053 (THIS IS THE FULLTEXT)

Fixing Win95 Problems

InformationWeek, p74

July 22, 1996

ISSN: 8750-6874

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; General Trade

Word Count: 352

TEXT:

Utilities vendors are beginning to target the growing Windows 95 desktop market--in particular, the software that helps diagnose problems with the Microsoft operating system.

For example, Vertisoft Systems Inc. in San Francisco recently released Vertisoft Fix-It, a \$49.95 program that aims to fix a lot of pesky problems for Windows 95 users, including detecting and correcting conflicts between software and hardware. Fix-It is based around an internal database-called the Application Knowledge Base-of more than 1,000 Windows 95, Windows 3.x, and DOS applications. When users install new programs, Fix-It performs a preinstallation scan to detect and prevent any potential conflicts. It also records every installation or configuration change a user makes, so that if a problem should arise, the program can restore the previous configuration.

Rick Board, a computer consultant in San Diego, deleted several programs on his hard disk, which left behind invalid entries in Windows 95's application registry. Vertisoft Fix-It located and removed all of the invalid entries, he says.

Some technology managers say Fix-It probably is worth a look based on its price and promise. "It sounds like it would be a big help," says Randy Dugger, director of IS at Sequus Pharmaceuticals in Menlo Park, Calif.

Dugger sees an opportunity for Fix-It because the program is supposed to detect and correct-or help the user fix-hardware configuration problems. That area has confounded users and PC support managers, even with Win95's improved support for autodetection and configuration of hardware.

Fix-It also offers a technical support directory of telephone and fax numbers, as well as E-mail addresses of hundreds of software and hardware vendors. Both the support directory and the application database can be updated via Vertisoft's Web site (<http://www.vertisoftsys.com>).

Vertisoft Fix-It's Features

- * Corrects missing program files and configurations, and hardware-configuration **problems**

- * Performs pre- **installation** scans to prevent conflicts with new applications

- * Records all changes so that users can **revert** back to **previous** configurations

- * Includes **Application** Knowledge Base of more than 1,000 applications

- * Has support directory of hundreds of hardware and software vendors

- * Allows Knowledge Base and directory to be updated over the Web

Data: Vertisoft

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PUBLISHER NAME: CMP Publications, Inc.

COMPANY NAMES: *Vertisoft Systems Inc.

EVENT NAMES: *330 (Product information)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *7372540 (Desktop Utilities)

INDUSTRY NAMES: BUSN (Any type of business); CMPT (Computers and Office Automation); TELC (Telecommunications)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: COMPANY

?t/9/50

6/9/50 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02148364 70990705

Roxio's flagship CD software is not ready for prime time

Glatzer, Hal

Computer Technology Review v21n3 PP: 6, 52+ Mar 2001 ISSN: 0278-9647

JRNL CODE: CTN

DOC TYPE: Periodical; Commentary LANGUAGE: English RECORD TYPE: Fulltext

LENGTH: 3 Pages

WORD COUNT: 1657

COMPANY NAMES:

Roxio Inc (NAICS:511210)

GEOGRAPHIC NAMES: United States; US

DESCRIPTORS: CD rewritable; Software reviews

CLASSIFICATION CODES: 9120 (CN=Product specific); 9190 (CN=United States);

8302 (CN=Software and computer services)

PRINT MEDIA ID: 15538

TRADE NAMES: Roxio Easy CD Creator 5 Platinum

ABSTRACT: In some ways Easy CD Creator 5 Platinum, the latest version of CD-writing software from Roxio, is an improvement over 4. But buyer beware. Easy CD Creator 5 Platinum's installation procedure is counter-intuitive and possibly disruptive.

TEXT: I don't have a test-bench, so I can't-and don't-review new products by confirming or refuting their specs. But I do sometimes try out new products to see how they work; and if I choose to write about them, it's usually because I like them. Sometimes, though, I have to hold a product's feet to the fire.

I really wanted to like Easy CD Creator 5 Platinum, the latest version of CD-writing software from Roxio, nee Adaptec. It was previewed for me last year and is being promoted as a great improvement over its predecessor, Adaptec's Easy CD Creator 4, which is also the software most-frequently-bundled with new CDRW drives. (Hereafter I'll call the new one "5", and the previous version "4".) Then in February Roxio gave me the full-featured retail version of 5-not a beta-and a pamphlet called a Reviewer's Guide, in addition to the User's Guide documentation in the package.

In some ways 5 certainly is an improvement over 4, which I've used-and have kept updated by downloading patches-for almost two years. 5 presents a more up-to-date-- looking "skin" (that's youngsters' slang for the on-screen user interface) and it incorporates features that have become important recently, such as compressing .WAV (CD Audio) files into MP3 files, which raises the song-carrying capacity of a disk ten-fold.

But buyer beware. Easy CD Creator 5 Platinum's installation procedure is counter-intuitive and possibly disruptive. And OEMs and VARs and IT managers need to be aware that there is conflict between 5's important Direct CD function and DVD-writing programs such as Software Architects' Write DVD.

"Wace First, Verdict Afterward" That was the Red Queen's judicial procedure in "Alice In Wonderland." But perhaps she also worked on Roxio's development team, because when you go to install 5, the first thing it asks you to do is to un-install 4.

The Reviewer's Guide says it's "recommended" to do this, but in fact the installation will not proceed without it. And anyone who purchases 5 at retail will find nothing about this in the User's Guide. This runs contrary to conventional installation procedures.

Most apps that self-install from distribution disks create a new default directory for their .exe and other files to reside in. They prompt the user to either accept that default or change it, after which they install themselves in the designated directory. Then and only then (and only very rarely) will an app's installation procedure advise the user to un-install

the previous version.

Not only is the situation with 5 confusing, it can actually be a bad thing. Sometimes, for a variety of reasons (and it happened to me) Windows' "add/remove programs" utility fails to remove all the files associated with 4. And 5 won't install until all (or enough) of the 4-related stuff is gone. If for whatever reason 5 then fails to install, there's no working version of Easy CD Creator left in the computer for the user to fall back on.

I phoned Roxio tech-support and was walked through a manual un-install routine that involved editing the Windows registry. That did remove 4; but it also apparently removed some ASPI files that my computer needed to talk to my TWAIN scanner. A subsequent call to tech-support fixed that problem. But the entire inconvenience and second call could probably have been avoided by not requiring the removal of 4 in the first place.

My hat's off to Roxio's tech-support staffers, who are extremely intelligent and professional; indeed, one staffer offered an especially ingenious solution to this problem--about which more in a moment.
"Ns Tom Ain't Mig hoo For The

Both Of Us"

That's what outlaws tell sheriffs in grade-B Western movies, just before their guns blaze. I have a DVD-RAM drive, which came bundled with Software Architects' Write DVD program, which formats DVD-RAM disks and (yes) writes to them. Midway through the installation of 5, the screen prompted me to un-install Write DVD because, if I did not do so, then the Direct CD function of 5 could not be installed.

Conceptually, Direct CD and Write DVD are similar. Both utilities empower the computer to perform packet-writing, which treats rewritable phasechange optical disks (CD-RW and DVD-RAM, respectively) as if they were floppies. That, in turn, enables the user to access those disks directly, through their drive-letter, for "drag-anddrop" or "save-as" copying, etc.

The formatting and packet-writing requirements for their respective operations are different, of course; just as the media's capacities, the drives' data transfer rates, etc., are different. But why should these utilities so forcefully conflict that they cannot coexist in a computer? If Direct CD were a trivial feature of 5, the issue would be trivial too. But it's an important and desirable feature, and the problem has long-term consequences not only for OEMs, VARs, and users, but for Roxio itself. Many people now have (or have access to) more than one computer; and if those computers can all write CDRW disks, then interchanging updated files among them is a no-brainer. Cable-connected or wireless programs such as LapLink can accomplish that task, but the computers have to be in physical proximity to one another. Swapping disks makes distance irrelevant.

Both my desktop and my laptop computer have new MultiRead CD-RW drives; I'd had 4 on my desktop for a few years, and 4 came pre-installed on the laptop. Each computer read ordinary CD-RW disks that the other had recorded, but the desktop always rejected Direct CD disks. I had always assumed that this was due to some discrepancy between different versions of 4, though (again!) there was nothing in 4's documentation to suggest that Direct CD might not run at all on some systems. Besides, I had periodically downloaded Adaptec's updates to 4. So I was looking forward to installing a common program-- Roxio's Son both computers, as the solution. But it didn't work, and apparently Write DVD is part of the problem.

Some kind of (what I call) "Easy DVD Creator" is being developed at Roxio. CEO Chris Gorog told me, in person, that Roxio is working on DVD-writing software, but he did not say whether the target medium is the Hitachi/Toshiba/Panasonic DVD-RAM, or Pioneer's alternatives: the four-year-old writeonce DVD-R, or its upcoming sibling, rewritable DVD-RW.

DVD-RW drives, which are due for release in mid-year, will be expensive;

and notwithstanding Steve Jobs's January announcement that they'll ship in the newest high-end Macs, there's absolutely no installed base of -RW yet. So Roxio can afford to wait, and de facto cede the DVD-RAM-writing market to Software Architects.

But there is a serious conflict between the packet-writing features in Direct CD and its counterpart under development for DVD-RW. It's not a bug, because it's flagged by a specific dialog-box during the installation process--meaning it's known, understood, and documented. Most likely, it's a legacy from the original (Adaptec) Easy CD Creator, which--in fairness to Adaptec and Roxiowas released before Write DVD was. But there have been several upgrades to Easy CD Creator since, and none, evidently, have addressed this issue.

Since Gorog did not discuss Roxio's progress toward DVD-writing, perhaps a similar conflict exists between Direct CD and the DVD-writer that's in development. This could be an especially thorny problem for Roxio because, while DVDRAM has been targeted at jukebox vendors and "power" users, Pioneer is targeting DVD-RW at "home" users, which are Roxio's targets too (remember those friendly skins and MP3s).

Readers should note that the conflict is not mentioned in their documentation. I emailed a contact in Roxio's engineering department, asking for an explanation, and received a few paragraphs back, the short version of which is that the conflict with Write DVD is a Windows problem.

Well, Software conflicts are inevitable, especially in the multi-vendor Windows environment; and Microsoft is notorious for making outside developers jump through hoops. Users are frequently advised to shut down all other programs even anti-virus protection-- when installing new Windows software. And it's reasonable for the developers of one program to specify that certain other programs must not be open while theirs is running. But it's very unusual for two programs to so profoundly compete for system resources that they cannot even reside on the same computer.

"Get Back To Where You Once Belonged"

That was one of the Beatles' musical prescriptions for human happiness. And indeed there is a backup-and-- recovery program called GoBack, which was developed a few years ago by a company called WildFile. GoBack automatically maintains a backup copy of your hard disk's files as of whatever earlier moment you preset, e.g., "an hour ago" or "yesterday" or "the last boot-up" etc. So if you need to retrieve something that's been lost due to an unintentional shutdown for what Windows calls an "illegal operation" or a "general protection fault" or a power-- outage, or whatever, GoBack can restore your system to status quo ante.

I've had a copy of GoBack since its debut, but never got around to installing it (full backups consume a significant percentage of one's disk space, which is why God invented RAID's). Obviously, having GoBack would have gone some distance toward relieving my aggravation over 5.

But I mention it here because Roxio now owns GoBack and is branding and retailing it for \$49. So a Roxio tech-support staffer had a truly inspired notion: GoBack, she said, is priced so low that Roxio might as well bundle it with every other product. That way, if a new program (like 5) **failed to install properly, or created problems for your system, you could "go back" to the previous setup and use again whatever program or version you were required to un-install beforehand.**

I did ask: Wouldn't bundling GoBack create the impression that there might be something "wrong" with the new program?

Oh no, she insisted. Since GoBack has usefulness beyond that circumstance, and may never be needed at all, it could be promoted--and would surely be perceived--as a value-add!

I think she deserves a bonus, Mr. Gorog.

6/9/55 (Item 8 from file: 15)
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00854194 95-03586

Finding fault in fault tolerance

Skorupa, Joseph

Network World v11n18 PP: 89 May 2, 1994 ISSN: 0887-7661 JRNL CODE: NWW

DOC TYPE: Journal article LANGUAGE: English LENGTH: 1 Pages

WORD COUNT: 411

GEOGRAPHIC NAMES: US

DESCRIPTORS: Fault tolerance ; Information processing; Standardization;
Problems; Vendors

CLASSIFICATION CODES: 5220 (CN=Data processing management); 5230
(CN=Computer hardware); 9190 (CN=United States); 9000 (CN=Short Article)

ABSTRACT: The type of fault-tolerant hub that users want is one with fully hot-swappable parts; a totally passive backplane that has no relays, clock sources, or other active devices; an option of load sharing among multiple power supplies; in- and out-of-band Simple Network Management Protocol-based management; and online reconfiguration and enhancement of hub hardware and software. Because there is no industry standard for judging how fault-tolerant features are offered, vendors can use the term fault tolerant any way they see fit, often not including some of these user demands.

TEXT: As hubs are tapped to support mission-critical local-area network-based applications, user concern about network availability and reliability has heightened. Consequently, users are putting more stock into fault-tolerant features in the hub selection process.

The type of fault-tolerant hub that users wan is one with fully hot-swappable parts; a totally passive backplane that has no relays, clock sources or other active devices; an option of load sharing among multiple power supplies; in-and out-of-band Simple Network Management Protocol-based management; and on-line reconfiguration and enhancement of hub hardware and software.

But there is no industry standard for judging how such fault-tolerant features are offered; therefore, vendors can use the term "fault tolerant" any way they see fit.

Take hot-swappable parts, for example. While most hub vendors prevent a failed port board from causing an entire token-ring, Ethernet or Fiber Distributed Data Interface LAN to crash, they differ on how replacement of that port board affects hub operation.

To some hub vendors, hot-swappable parts means being able to yank the failed board from the hub's chassis without turning the power off. In mission-critical networks, this elementary fault tolerance is inadequate because he hub has to be stitched off before a replacement board can be inserted. A true hot-swappable parts feature will enable a new board to be inserted without turning the hub off.

But there are differences in hubs that support rue hot-swappable parts. Many hubs require that a failed board be replaced with an identical spare that has the same number of ports. While this approach makes on-line repairs possible, it prevents users from reconfiguring or expanding the hub without first turning it off.

Additionally, software upgrades often require the hub to be taken out of service.

To support on-line repair and reconfiguration, a hub must be designed for

continuous operation. Some high-end hubs, such as Bytex Corp.'s Series 7700 Intelligent Switching Hub, Cabletron Systems, Inc.'s MMAC-Plus, Chipcom Corp.'s ONcore Switching System and SynOptics Communications, Inc.'s LattisSystem 5000 offer this level of performance.

Those high-end hubs typically contain passive backplanes and on-board power management capabilities, as well as advanced controllers and software that can learn about changes that have been made to the hub while it is still operating. Some controllers contain sufficient nonvolatile memory to store two copies of the hub's operational software, which allows code to be updated while the hub is in service. If the **update fails**, the hub can **revert** to the **previous version** that has been retained in memory.

File 8: Ei Compendex(R) 1970-2005/Jan W2
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(c) 1998 Inst for Sci Info
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File 99: Wilson Appl. Sci & Tech Abs 1983-2004/Nov
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(c) 2004 FIZ TECHNIK
File 438: Library Lit. & Info. Science 1984-2004/Oct
(c) 2004 The HW Wilson Co
File 256: TecInfoSource 82-2004/Dec
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Set	Items	Description
S1	28618	(INSTAL? OR UPGRAD? OR UPDAT?)(7N)(FAIL???? OR CRASH??? OR ABORT??? OR FREEZ??? OR FROZEN OR FAULT OR ERROR? ? OR PROBLEM? ? OR TROUBLE? ? OR IRREGULARIT? OR ABNORMAL? OR DISRUPT?)
S2	116255	(OLD OR OLDER OR ORIGINAL OR EXISTING OR CURRENT OR PREVIOUS??)(5N)(VERSION? ? OR FILE? ? OR PROGRAM? ? OR APPLICATION)
S3	4060	S2(7N)(USE OR UTILIZ? OR UTILIS? OR (GO OR GOING)())BACK OR REVERT??? OR REVERSION? ?)
S4	19	S1 AND S3
S5	15	RD (unique items)
S6	13	S5 NOT PY=2002:2005

6/5/1 (Item 1 from file: 8)
DIALOG(R)File 8:EI Compendex(R)
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05844542 E.I. No: EIP01266561198

Title: Remedial help desk 101 at Florida State University

Author: Orrick, D.; Bauer, J.; McDuffie, E.

Corporate Source: 6132 University Center Building C, Tallahassee, FL 32306-2630, United States

Conference Title: Fall User Services Conference (SIGUCCS 2000)

Conference Location: Richmond, VA, United States Conference Date: 20001029-20001101

Sponsor: ACM/SIGUCCS

E.I. Conference No.: 58198

Source: Proceedings ACM SIGUCCS User Services Conference 2000. p 222-226

Publication Year: 2000

Language: English

Document Type: CA; (Conference Article) Treatment: T; (Theoretical)

Journal Announcement: 0107W1

Abstract: The User Services division of the Office of Technology Integration is the "safety net" for computer support at Florida State University (FSU). Areas of support include training, help desk services, campus-wide software site licensing and assistance by highly trained computer technicians. Support is provided seven days a week for 40,000 students, faculty, staff and university administration. This paper outlines the steps taken to update, improve and expand the technological support services offered at FSU and is directed to other university support staffs considering similar expansion. The entire software system of collecting, recording, and tracking **problems** is undergoing an **update** to the present-day needs of the technological community at FSU. Currently, two job-ticketing systems are in **use**, Lotus Approach copy and an **older version** of the Remedy Action Request System copy (ARS) for administrative and academic support. Updating involves moving to a single job-ticketing system (ARS) and incorporating the best features of both into the help desk support process. The needs of the various support groups using the system have been met through improved form design, automatic notifications, escalations, and the addition of data analysis methods for reporting information gathered into the database. Another improvement includes a web-accessible means to tap into ARS that will provide greater ease of use by technicians in the field. In addition, a self-help knowledge base using customized CGI scripts is being developed to allow general users to mine data on frequently occurring problems. In order to meet growing demand the User Services staff continues to examine and expand its role to provide up-to-date, efficient response on support issues facing the users of technological resources at Florida State University. 5 Refs.

Descriptors: *Personnel training; Computer systems; Societies and institutions; Database systems; Teaching; Data reduction

Identifiers: Computer support

Classification Codes:

901.1.1 (Societies & Institutions)

912.4 (Personnel); 901.2 (Education); 901.1 (Engineering Professional Aspects); 723.3 (Database Systems); 723.2 (Data Processing)

912 (Industrial Engineering & Management); 901 (Engineering Profession); 722 (Computer Hardware); 723 (Computer Software, Data Handling & Applications)

91 (ENGINEERING MANAGEMENT); 90 (ENGINEERING, GENERAL); 72 (COMPUTERS & DATA PROCESSING)

6/5/2 (Item 2 from file: 8)
DIALOG(R)File 8:EI Compendex(R)
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05823436 E.I. No: EIP01226522855

Title: Secure sockets layer is not a magic bullet

Author: Farrow, R.

Source: Network Magazine v 16 n 1 January 2001 2001. p 108+110

Publication Year: 2001

CODEN: NMSFBT ISSN: 1093-8001

Language: English

Document Type: JA; (Journal Article) Treatment: G; (General Review)

Journal Announcement: 0106W1

Abstract: The Secure Sockets Layer (SSL) protect electronic transactions over the Web, but it is far from ironclad. Like other security problems involving encryption packages, the issues lie not so much in SSL as in the software used to implement and support it. Instead of guaranteeing security, SSL may only provide a false sense of security until its occasional failings manifest themselves. This article examines how SSL works, what it can do, and how the **current versions** of applications that **use** SSL have **failed**, resulting in **updates** to Netscape Navigator and Microsoft's Internet Explorer and Internet Information Server in 2000. (Edited abstract)

Descriptors: *Security of data; World Wide Web; Servers; Web browsers; HTTP; Websites

Identifiers: Secure sockets layer; Internet explorer; Internet information server

Classification Codes:

723.5 (Computer Applications)

723 (Computer Software, Data Handling & Applications)

72 (COMPUTERS & DATA PROCESSING)

6/5/5 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

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5560453

Title: Year 2000: add business risk to your list of concerns

Author(s): Allegra, J.

Journal: Business Continuity vol.5, no.2 p.29-30, 32

Publisher: Tempus House of Publishers,

Publication Date: Spring 1997 Country of Publication: UK

CODEN: BSCNEM ISSN: 1353-601X

SICI: 1353-601X(199721)5:2L;29:Y2BR;1-9

Material Identity Number: B340-97002

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: In nearly every other application installation or upgrade, there is a contingency plan. If the application does not work, you can delay its implementation. And, even if the **failure** does not occur until after the **upgrade** has been implemented, you can always **use** the **old application** or the **old** way of accomplishing the same task. The Year 2000 upgrade is different. If it is not completed in time, the old application will not run. While the extent of the failures will vary from application to application, most commercial applications will fail in some significant manner. The only choice is to fix the production system when it fails, no matter how long it takes. Either way, this could interfere with the ongoing operations of your business. (0 Refs)

Subfile: D

Descriptors: database management systems; risk management

Identifiers: Year 2000; failures; business operations

Class Codes: D2080 (Information services and database systems)

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6/5/8 (Item 1 from file: 483)

DIALOG(R)File 483:Newspaper Abs Daily

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06121888

SUPPLIER NUMBER: 58962073

Personal finance software gets even smarter Money, Quicken make money easier to manage

Krantz, Matt

USA Today, p 03B

Aug 25, 2000

ISSN: 0734-7456 NEWSPAPER CODE: USA
; Newspaper article
LANGUAGE: English RECORD TYPE: ABSTRACT

ABSTRACT: If you're already using Quicken, though, you may not want to switch. Quicken 2001 contains many of the same tools that Money 2001 has, it just takes more clicking to find them. Do you really need to use personal finance software at all? And if you already **use** an **older version** of Money or Quicken, should you **upgrade** ? As you decide, consider these financial **problems** and how Money 2001 or Quicken 2001 can help sort them out. <HR> Unfortunately, Quicken's 401(k) Advisor makes you retype much of the data you've already entered into Quicken. And you don't need Quicken 2001 to use the 401(k) Advisor because it's a feature on Quicken.com.

6/5/13 (Item 1 from file: 256)
DIALOG(R)File 256:TecInfoSource
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00117640 DOCUMENT TYPE: Review

PRODUCT NAMES: Norton SystemWorks 2 (726435)

TITLE: SystemWorks 2: The Big Sweep
AUTHOR: Hogan, Mike
SOURCE: PC World, v17 n6 p104(1) Jun 1999
ISSN: 0737-8939
HOMEPAGE: <http://www.pcworld.com>

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: A

Symantec's Norton SystemWorks for Windows 2 is an excellent toolkit that protects computers and keeps them in top working order. SystemWorks 2 has an easy-to- **use** desktop panel that provides access to **current versions** of AntiVirus, CleanSweep, CrashGuard, and Norton Utilities and Web Services. SystemWorks' WinDoctor component can clean up hard disk space by investigating and deleting shortcuts to erased apps, lost ActiveX code strings, and post-crash file fragments. CleanSweep cleans up abandoned or duplicate files, and is good at uninstalling all of an application's components. CrashGuard is good at saving work and recovering crashing applications during or after a crash. It can take users back to where they were on the Internet when their applications **crashed** . AntiVirus provides a year of virus immunization **updates** , and protection against bad applets that can scramble hard drives or permit data theft. It is advisable to run only the most useful tools, CrashGuard and AntiVirus all the time because the entire suite can become distracting and take up a lot of resources.

Refine Search

Search Results -

Terms	Documents
L5 AND L3	7

Database:

US Pre-Grant Publication Full-Text Database
 US Patents Full-Text Database
 US OCR Full-Text Database
 EPO Abstracts Database
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 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Search:

L6

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Clear

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Search History

DATE: Friday, February 18, 2005 [Printable Copy](#) [Create Case](#)

Set Name Query

side by side

*DB=USPT; PLUR=NO; OP=OR*L6 L5 AND L3L5 L2 AND internetL4 L2 AND (scanner ADJ update)L3 L2 AND idleL2 L1 AND virus and (update OR install or configure Or scan)L1 717/168-178.ccls. OR 713/1-2,100,170,187,188,191.ccls.**Hit Count Set Name**

result set

7 L696 L50 L414 L3162 L23345 L1

END OF SEARCH HISTORY

Hit List

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Generate OACS

Search Results - Record(s) 1 through 7 of 7 returned.

☒ 1. Document ID: US 6854016 B1

L6: Entry 1 of 7

File: USPT

Feb 8, 2005

US-PAT-NO: 6854016

DOCUMENT-IDENTIFIER: US 6854016 B1

TITLE: System and method for a web based trust model governing delivery of services and programs

DATE-ISSUED: February 8, 2005

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Kraenzel; Carl J.	Boston	MA		
Immerman; John D.	Sudbury	MA		
Mills; William A.	Arlington	MA		
Lu; Jeannie J.	West Roxbury	MA		

US-CL-CURRENT: 709/229; 709/217, 709/219, 709/223, 709/224, 713/155, 713/200, 717/172, 717/177

ABSTRACT:

A workflow, enterprise, and mail-enabled application server and platform supports distributed computing and remote execution of web applications. Lotus Domino Offline Services (DOLS) is used by a web site administrator to configure Internet Notes (iNotes) clients to auto download from server, thus providing iNotes clients with web access using HTTP with various browsers, and with local processing and replication. A local run time model comprises a hierarchy of models including object data store model, security model, indexing model, replication model, agent workflow model and mail model. DOLS provides a layered security model that allows flexibility for controlling access to all or part of an application. The highest level of security is managed through a database access control list (ACL). Further refinements within the security model provide access to specific documents, and their views, forms or folders, and include read access lists, write access lists, form access lists and readers and authors fields.

19 Claims, 26 Drawing figures

Exemplary Claim Number: 12

Number of Drawing Sheets: 24

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw-D
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☒ 2. Document ID: US 6826715 B1

L6: Entry 2 of 7

File: USPT

Nov 30, 2004

US-PAT-NO: 6826715

DOCUMENT-IDENTIFIER: US 6826715 B1

TITLE: Automatic capture and comparison of computer configuration data

DATE-ISSUED: November 30, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Meyer; John E.	Spring	TX		
Harsany; John S.	Houston	TX		
Lyons; Tim J.	Cypress	TX		
Gorman; David E.	Irvine	CA		
Dinh; Hung K.	Spring	TX		

US-CL-CURRENT: 714/37; 713/1, 713/100, 714/36

ABSTRACT:

A method of customer service that uses a program which captures the computer's hardware and operating system configuration when the program is installed, and also captures the hardware and operating system configuration upon request (when the user needs customer service help), and compares the two, highlighting differences.

22 Claims, 3 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. D
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☐ 3. Document ID: US 6760748 B1

L6: Entry 3 of 7

File: USPT

Jul 6, 2004

US-PAT-NO: 6760748

DOCUMENT-IDENTIFIER: US 6760748 B1

TITLE: Instructional system grouping student terminals

DATE-ISSUED: July 6, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Hakim; Omar Besim	Dallas	TX		

US-CL-CURRENT: 709/204; 434/350, 434/351, 715/705, 715/707, 715/708, 717/178

ABSTRACT:

An interactive electronic instructional system is a teaching interface between a teacher and students where data is transmitted from the teacher's terminal to the student terminals. The data is received at the student terminals and is separated into execution data and instructional data. The student terminals are grouped into teams allowing student teams to interact with a group decision. This encourages team participation by shy or otherwise reluctant students. Team answer data is transmitted from one of the student terminals in the team to the teacher's terminal. The teacher monitors team answer data to infer class progress towards a goal. The teacher may modify the instructional data based on the progress.

19 Claims, 20 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 20

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 6754828 B1

L6: Entry 4 of 7

File: USPT

Jun 22, 2004

US-PAT-NO: 6754828

DOCUMENT-IDENTIFIER: US 6754828 B1

TITLE: Algorithm for non-volatile memory updates

DATE-ISSUED: June 22, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Marisetty; Suresh	San Jose	CA		
Fish; Andrew J.	Olympia	WA		
Li; Yan	Olympia	WA		
Ayyar; Mani	Cupertino	CA		
O'Donnell; Amy	Chandler	AZ		
Thangadurai; George	Santa Clara	CA		
Datta; Sham M.	Hillsboro	OR		

US-CL-CURRENT: 713/200; 710/22, 713/1, 713/187, 713/2, 713/201, 719/310

ABSTRACT:

A novel processor architecture and algorithms are provided which improve non-volatile memory updates and increases processor performance in successive generations of processors. A new processor architecture is supported by a software model consisting of two new firmware layers and the legacy 32 bit basic input output system (BIOS) firmware. The new firmware layers consist of a Processor Abstraction Layer (PAL) and a System Abstraction Layer (SAL). The PAL and SAL have procedure calls which allow updates of the firmware components in the non-volatile memory of a system, e.g. non-volatile ROM.

The present invention includes invoking a system abstraction layer update procedure

to implement a new input binary into the non-volatile memory. An algorithm for the non-volatile memory includes selecting a lead processor to perform an update and using the system abstraction layer update procedure. The system abstraction layer update procedure is used to call an appropriate authentication routine. The system abstraction layer update procedure is used to call a specific non-volatile memory implementation routine.

43 Claims, 4 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 4

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw. D.
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☒ 5. Document ID: US 6591358 B2

L6: Entry 5 of 7

File: USPT

Jul 8, 2003

US-PAT-NO: 6591358

DOCUMENT-IDENTIFIER: US 6591358 B2

TITLE: Computer system with operating system functions distributed among plural microcontrollers for managing device resources and CPU

DATE-ISSUED: July 8, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Jaffrey; Syed Kamal H.	Watertown	MA	02472	

US-CL-CURRENT: 712/32; 700/19, 700/3, 710/104, 710/15, 710/8, 713/1, 713/2, 719/327

ABSTRACT:

A hardware/firmware layer comprising a Device Manager, an Information Manager, a Memory Manager, and a Process Manager contained in one or more semiconductor chips is disclosed. The hardware/firmware layer eliminates the need for an operating system. Each of the Managers comprises a microcontroller associated with a firmware embedded in ROM or Flash memory that contains instruction sets that cause the microcontroller to provide a designated task of device management, information management, memory management and process management. In another aspect of the invention, devices connected to the computer system are "smart devices," each device having a device microcontroller and embedded device drivers in a ROM or Flash memory. The hardware/firmware of the present invention does not need to search for available devices, provide diagnostic tests or obtain device drivers to communicate with the devices. Instead, the device microcontroller uses the embedded device driver to perform configuration and self diagnostic test as well as device operations. If the device is operational, the device microcontroller sends an identification signal to the hardware/firmware layer of the present to indicate availability of the device.

7 Claims, 25 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 16

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D.
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☐ 6. Document ID: US 6148387 A

L6: Entry 6 of 7

File: USPT

Nov 14, 2000

US-PAT-NO: 6148387

DOCUMENT-IDENTIFIER: US 6148387 A

TITLE: System and method for securely utilizing basic input and output system
(BIOS) services

DATE-ISSUED: November 14, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Galasso; Leonard J.	Rancho Santa Margarita	CA		
Zilmer; Matthew E.	Upland	CA		
Phan; Quang	Tustin	CA		

US-CL-CURRENT: 711/203; 711/173, 711/202, 711/204, 711/205, 711/6, 713/1, 713/2

ABSTRACT:

In accordance with one aspect of the current invention, the system comprises a memory for storing instruction sequences by which the processor-based system is processed, where the memory includes a physical memory and a virtual memory. The system also comprises a processor for executing the stored instruction sequences. The stored instruction sequences include process acts to cause the processor to: map a plurality of predetermined instruction sequences from the physical memory to the virtual memory, determine an offset to one of the plurality of predetermined instruction sequences in the virtual memory, receive an instruction to execute the one of the plurality of predetermined instruction sequences, transfer control to the one of the plurality of predetermined instruction sequences, and process the one of the plurality of predetermined instruction sequences from the virtual memory. In accordance with another aspect of the present invention, the system includes an access driver to generate a service request to utilize BIOS services such that the service request contains a service request signature created using a private key in a cryptographic key pair. The system also includes an interface to verify the service request signature using a public key in the cryptographic key pair to ensure integrity of the service request.

26 Claims, 22 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 19

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D.
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☒ 7. Document ID: US 6088803 A

L6: Entry 7 of 7

File: USPT

Jul 11, 2000

US-PAT-NO: 6088803

DOCUMENT-IDENTIFIER: US 6088803 A

TITLE: System for virus-checking network data during download to a client device

DATE-ISSUED: July 11, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Tso; Michael Man-Hak	Hillsboro	OR		
Bakshi; Bikram Singh	Hillsboro	OR		

US-CL-CURRENT: 713/201; 709/203, 709/219, 713/188, 713/200

ABSTRACT:

A system for virus checking a data object to be downloaded to a client device is implemented in a method including the steps of retrieving a data object to be downloaded, scanning the data object for a computer virus, and downloading the data object to the client device if no computer virus is detected.

21 Claims, 5 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 5

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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Terms	Documents
L5 AND L3	7

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